



Issue #16 - 2010

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As of November 1, 2010:

ICBC Vehicle History Reports Significantly Improved

The Insurance Corporation of British Columbia has enhanced its vehicle history report service, effective November 1.

Dealers and individual consumers can now get more complete information about accidents, potential mechanical issues (if a Notice and Order Number 1 or 2 may have been issued) or other concerns that may affect the value of a vehicle, or signal unresolved issues that could prevent a vehicle from being transferred to a new owner.

Motor Dealer Customer Compensation Fund, a notable public-private success story.

Since it was founded by provincial legislation in 1995, the Fund has paid out \$2.5 million to consumers on valid claims. And it has been a cost-saving for dealers as well.

Pre-1995, all licensed dealers had to provide a \$15,000 bond. They paid \$750-\$900 per year for the bond, but many still had to negotiate with unhappy consumers when the bond issuers refused to pay on claims.

Industry veteran Bob Clarke, a former dealer, manufacturer's executive and Executive Director of the Automotive Retailers Association, estimates that the savings per dealership since 1995 has been \$10,000 or more. For a dealership with no claims, the cost to support the Compensation Fund has been under \$2,000.

The Compensation Fund also kept dollars in B.C. rather than sending them to surety firms in New York and Toronto.

While the bonds limited compensation to just \$15,000 per dealer, the new Fund increased compensation for eligible claims to \$20,000 per consumer. The Fund also provided protection for the failure of a large dealership, something the bond coverage could not do.

The Fund is managed by the Province of B.C., but administered by the Vehicle Sales Authority. The province's licensed dealers are currently contributing \$300 per year to maintain the Fund balance.

ICBC accident history reports have always been a useful, inexpensive (\$15) research aide for consumers, as long as the dealer and/or purchaser were certain the vehicle's entire life had been in B.C. There were two weaknesses in the old system:

- It had no information about vehicles imported from other jurisdictions; and
- Information was generally unavailable in the ICBC database about seriously damaged but privately repaired vehicles.

As per the current procedure, the VSA would advise both dealers and consumers to get a comprehensive CarProof report. It is more expensive, but worthwhile, as it covers all of North America and includes the ICBC report.

In terms of private repairs, ICBC reports that it is still difficult or impossible to gather all this information, but the new system /service so comprehensively consolidates data about vehicle inspections, licensing issues and other items of vehicle history, that the improvement is significant.



The ICBC advisory to dealers follows in this Bulletin.

Enhanced Vehicle Claims History Reports launching Monday, Nov. 1

The ICBC Vehicle Claims History report is available for purchase (by the general public, brokers and motor vehicle dealers) to show whether a vehicle that's up for sale has had any damage claims with ICBC.

The report also indicates the vehicle's status (normal, rebuilt, salvage, altered or non-repairable) and whether it's been imported into B.C.

Customers can purchase the report via icbc.com, brokers on the Broker Extranet, and dealers on [icbc.com/Business Partners](http://icbc.com/BusinessPartners). About 275,000 of these reports are purchased each year.

ICBC is launching an enhanced version of the report Nov. 1/2010 that will provide even better purchase protection for customers. For example, some ICBC special coverage claims are now included in the report, there are warnings that the vehicle may be in unsafe condition and requires an inspection, and the report will indicate if the vehicle is listed by the police as stolen. The report also now has an updated look and is more user-friendly.

To assist dealers with any questions they may have about the new reports, the Frequently Asked Questions have been updated when you log onto the online application on [icbc.com/Business Partners](http://icbc.com/BusinessPartners). Access remains the same.

Highlights of the changes (see attached sample):

Frequently Asked Questions for Dealers

What customer enhancements does the new Claims History Record provide?

New features include:

- The report will provide a definition of the status.
- A warning if the vehicle may be required to pass a mechanical/safety inspection (due to an outstanding Notice and Order Number 1 or 2).
- A warning if there may be certain restrictions (other than the requirement for a mechanical inspection) that might prevent your customer from licensing the vehicle (some examples: a court order which prevents your customer from transferring the vehicle into their name; the vehicle may be reported as stolen, etc.).
- Some additional Special Coverage claims will be displayed.
- Dealers can email the report.

How do we find the application?

Go to [icbc.com/Business partners](http://icbc.com/BusinessPartners) (as you have in the past). Under MD Partners (left-hand navigation bar), you'll see a new link called Vehicle Claims History (instead of VDWS). Log on as normal.

Have Business Violations changed?

Yes. The old business violations have been replaced with four Business Errors when requesting a report:

- Reason Code 1
- Reason Code 2
- Reason Code 3
- Reason Code 4

If you encounter one of these Business Errors, please follow the prompt on the screen and telephone ICBC's Driver Testing and Vehicle Information Services department. The Errors often mean that ICBC must conduct additional information.

Who do I contact if I have questions and/or comments about the Vehicle Claims History Report?

Please call:

ICBC's Driver Testing and Vehicle Information Services

Lower Mainland: 604-661-2233

Toll free: 1-800-464-5050

Fax: 1-604-443-4683

Monday - Friday: 8:00 a.m. to 7:00 p.m.

Saturday: 9:00 a.m. to 5:00 p.m.

If the Vehicle Claims History Report system is unavailable or not responding

Please call:

ICBC's Help Desk at:

604-661-6234 or

1-800-665-1517

Guaranteed hours of Technical Support:

Monday to Friday from 8:00 a.m. to 6:00 p.m. (PST)

Technical Support outside these hours is "best effort".

If your customer would like to contact ICBC's Head Office:

Our head office is open to help the public Monday to Friday from 8:30 a.m. to 4:30 p.m. (Closed Statutory Holidays.) They may attend in person at:

151 West Esplanade
North Vancouver, B.C.
V7M 3H9

Written correspondence should be sent to the above address labeled: Attention Driver Testing and Vehicle Information Services, Room 154.

Please note: If your customer is sending correspondence, they should expect a 3-5 week wait for a reply (due to high volume).